Table 9

Processing Time of Complaints Concluded

Processing Time of Complaints Concluded

TIME \ YEAR	04/05	05/06	06/07	07/08	08/09
Less than 1 month	52.8%	56.4%	64.7%	49.7%	46.6%
1 – 3 months	12.5%	15.4%	11.6%	18.4%	25.9%
3 – 6 months	32.9%	26.2%	22.3%	30.4%	26.0%
6 – 9 months	1.0.%	1.3%	0.8%	0.9%	0.8%
9 – 12 months	0.6%	0.3%	0.5%	0.4%	0.3%
More than 12 months	0.2%	0.4%	0.1%	0.2%	0.4%
Total	**5,023**	**4,309**	**5,340**	**4,644**	**5,701**

Processing Time for Complaints Concluded by Full Investigation and Other Modes

TIME \ YEAR	04/05	05/06	06/07	07/08	08/09
Concluded by full investigation					
Less than 3 months	0.8%	3.6%	0.0%	0.0%	10.9%
3 – 6 months	36.8%	23.7%	36.6%	23.6%	73.7%
6 – 9 months	28.8%	32.7%	22.5%	21.1%	4.4%
9 – 12 months	24.8%	21.8%	32.4%	34.2%	5.3%
More than 12 months	8.8%	18.2%	8.5%	21.0%	5.7%
Number of complaints	**125**	**55**	**71**	**38**	**247**
Concluded by other modes					
Less than 1 month	54.1%	57.1%	65.6%	50.1%	48.7%
1 – 3 months	12.8%	15.6%	11.7%	18.6%	26.6%
3 – 6 months	32.8%	26.3%	22.1%	30.4%	23.9%
6 – 9 months	0.3%	0.9%	0.5%	0.7%	0.6%
9 – 12 months	0.0%	0.0%	0.1%	0.2%	0.1%
More than 12 months	0.0%	0.1%	0.0%	0.0%	0.1%
Number of complaints	**4,898**	**4,254**	**5,269**	**4,606**	**5,454**